



Cashier Training

Introduction:

THE PURPOSE OF THE WIC PROGRAM

WIC is a federally funded USDA Program that operates in all 50 states and is administered in South Dakota by the Department of Health.

WIC is a cost effective Special Supplemental Nutrition Program for Women, Infants and Children. WIC has demonstrated success in improving the health and nutritional status of women, infants and children.

The WIC Program is open to pregnant women, breastfeeding women, postpartum women, infants (0-12 months), and children up to age five whose health is threatened by both nutritional need and limited income.

WIC services are provided throughout the state. These services cover three distinct areas:

- **WIC provides supplemental foods to participants.** These foods are recommended specifically to improve each participant's diet.
- WIC provides nutrition education to help participants learn how to maintain a healthy diet.
- WIC professional staff assists participants in receiving regular medical care. They encourage pregnant women to receive prenatal care, and infants and children to receive routine checkups and immunizations.

What is the Cashier's Role?

WIC Retailers are critical partners in the delivery of WIC benefits

In providing this service, WIC authorized retailers play an important role in helping to improve the health of women, infants and children in South Dakota. The retailers act as the final service step in the WIC process.

Each month WIC participants receive WIC checks which contain a “food prescription” designed to meet specific nutritional needs. The retail clerk helps fill that food prescription by making certain the WIC customer receives exactly what foods are specified.

Since the nutritious WIC foods are designed to promote the healthiest possible birth outcomes, growth and development of children, the retailer’s role in the program is a vital one. The integrity of the transaction between a WIC retailer and a WIC customer is essential. It is only when WIC checks are exchanged for the specified foods that the desired dietary supplementation can be achieved.

Customer Service Counts!!

The positive way in which the WIC customer is treated by the retailer enhances the benefits received from being on the WIC Program.



- ✓ WIC customers should be treated equally, with respect, regardless of race, color, national origin, age, sex or disability.
- ✓ Always treat WIC customers in the same manner as all other customers

How to identify WIC Customers

What: The WIC ID Pouch

Why: This pouch provides you with:

- ☒ Identification
- ☒ Verification of Signature.

Customers who are purchasing WIC foods **must** have a WIC ID Pouch to purchase foods. If there is no ID pouch presented then no purchase can be made.



Reference Sources: Cashier's Training Handbook

➤ Information on the WIC ID pouch includes

- The name of the person(s) who can cash the WIC checks
- The family number
- Any designated alternates

A WIC participant can choose 2 other people besides themselves to purchase WIC food with their WIC ID pouch and checks.



Please refer to your Cashier's Training Handbook, pages 1-2, to find where each of these items is located on the WIC ID pouch

The signature of the person purchasing the WIC foods should match one of the signature lines on the pouch.

Line 1 – Authorized Payee's Name, Family number

Line 2 – Authorized Payee's Signature

Line 3 – Alternate #1's Name

Line 4 – Alternate #1's Signature

Line 5 – Alternate #2's Name

Line 6 – Alternate #2's Signature

Line 7 – Change of Alternate

Line 8 – Change of Alternate's Signature

Payee's Name – This name should be the same as the authorized payee name listed on the top of the WIC check.

Payee's Signature – This signature should correspond to the signature on the WIC check if the payee is doing the shopping. If the alternate is using the checks, only the alternate's signature is required.

Alternate's Name and Signature - All participants are allowed to have two designated alternates use their WIC checks to shop for them. The alternate must present the valid WIC ID pouch when making the purchase. The signature of the alternate when they sign the WIC check must match the signature on the WIC ID pouch.

Change of Alternate and Signature – If a WIC participant changes their alternate, the original alternate's name and signature must be crossed out or voided on the WIC ID pouch and the replacement alternate's name and signature will be included in this area.

The remaining information on the WIC ID pouch is for local WIC office purposes only.



Things to Remember:

☒ A WIC pouch must be presented to purchase WIC foods

☒ A signature on the WIC pouch must be compared to the signature on the WIC check to identify a WIC participant before purchase can be finalized

Getting to Know the WIC Check

What: The WIC Check

SECURITY FEATURES INCLUDED, DETAILS ON BACK

STATE OF SOUTH DAKOTA DEPARTMENT OF HEALTH WIC PROGRAM 95002348

AUX 6177 19915 Authorized Payee Sam Test Client Test T Testing Issue Date 09/10/2007 Expiration Date 10/09/2007 Date of use

Not Valid 3 SD WIC Retailer Stamp Here

For These Items Only 1 13-oz Can Enfamil Iron Liquid Conc. - 0000870301016

Dollars 4 Cents \$4.00 DEPOSIT WITHIN 45 DAYS OF ISSUE DATE

South Dakota WIC

IMPROPER USE OF THIS FOOD INSTRUMENT IS SUBJECT TO STATE AND FEDERAL PROSECUTION

FIRST PREMIER BANK SIOUX FALLS, SOUTH DAKOTA

SIGNATURE - NOT NEGOTIABLE UNLESS SIGNED WIC ID REQUIRED

95002348 091408598 1701275429

Why: The WIC check tells you what foods and how much the customer can purchase. The check also tells you the dates the purchase is good for.



Reference Sources: Steps for Cashing WIC Checks, and Cashier's Training Handbook

The WIC check may be computer generated or hand written.

1. **The top of the check** contains the local agency office number, the WIC client family number, the WIC client participant ID number, and the name of the person for whom the check is made out, the issue date, expiration date of the WIC check and the date of use.
2. **The middle of the check** lists the WIC foods that can be purchased with the check.
 - ☒ WIC customers may purchase less than the full amount listed on the WIC check, but they can never purchase more than the amount listed.

3. **Store Stamp:** The box on the left side of the check is where to stamp their WIC ID number with the stamp provided to each Retailer by the WIC Program.
4. The **Actual Amount of Sale** space on the right side of the check is where the WIC customer writes in amount of foods purchased
5. The line at the bottom right side of the check is where the **WIC customer signs the check** after the store clerk has rung up the sale and informed them of the total amount of the purchase.



Things to know about the WIC Check

- ✓ **Checks can be handwritten or typed-** as long as there are no alterations like cross outs or with white out etc.
- ✓ **Rain checks are not allowed for any reason.**
- ✓ The amount charged for the foods specified and purchased with WIC checks may not exceed the amount charged to non-WIC customers for the same foods.
- ✓ **The WIC customer must enter the exact amount of the purchase in the Actual Amount of Sale box** at the time of purchase, before signing the checks. The only time the cashier should enter the amount of purchase for the WIC customer is if the WIC customer indicates they are unable or unwilling to do so.
- ✓ **WIC customers are allowed to use coupons with their WIC purchases.** This is a cost savings to the WIC Program whenever a coupon is used. If a tax is required on the manufacturer's coupon, it is not paid by the WIC Program. The store can choose to pay the tax themselves or have it paid by the WIC customer. If the store chooses to have the WIC customer pay the tax, the WIC customer must be informed of this policy prior to the time of purchase.
- ✓ **The WIC check is good only for the actual cost of the authorized foods and is exempt from sales tax.**
- ✓ WIC participants may not return foods purchased with WIC checks to obtain a cash refund, to exchange them for other WIC foods, or exchange them for non-WIC foods or items.
- ✓ A participant who requests such an exchange is to be reported to the local WIC office.
- ✓ **Exchanges are allowed if a food item is defective, spoiled, or exceeds its sell/use date,** but only for the exact same brand, type and size of food item.
- ✓ The WIC customer is allowed to purchase less than the amounts listed on the WIC check, **but never more.**

- ✓ If a WIC participant attempts to cash a WIC check that has food items or amounts added or expired dates, names or items changed or other irregularities, the check may be invalidated by placing an "X" over the "amount of sale area". Return the WIC check to the customer and instruct them to take it back to the local WIC office for processing. This should be reported to your supervisor or manager, who will take action from there.

STATE OF SOUTH DAKOTA DEPARTMENT OF HEALTH WIC PROGRAM 10100000

Issue Date: 06/01/2005 Expiration Date: 06/30/2005

Authorized Payee: New Infant Test Client: New Infant Test

Date of Use:

Not Valid Without: ☐ For These Items Only: ☒

12.9-oz Cans ~~Enlow~~ LIPIE Iron Powder - 300671273412

8 Prosobee

South Dakota WIC

First Premier Bank

SIOUX FALLS, SOUTH DAKOTA

SIGNATURE - NOT NEGOTIABLE UNLESS SIGNED BY ISSUING AGENCY

⑈ 100000000 ⑆ 10914085981 ⑆ 701275429 ⑆

What Foods Can Be Purchased?

What: Approved WIC foods

Why: Describes to WIC retailers and customers which foods are okay to purchase with WIC checks.



Reference Sources: Food Shopping Guide

Acceptable foods include specific varieties of these foods:
Milk, eggs, cheese, tuna, peanut butter, carrots, and infant formula.

It is suggested but not required that WIC customers purchase store brands of authorized foods such as milk, eggs, cheese, tuna and peanut butter, unless a food item is specifically listed by brand name on the WIC check.

Store brands are defined as any wholesale or private label brand. Examples of private label brands include but are not limited to Albertson's, Best Yet, Favorite, Our Family, Safeway, HyVee, Shurfine, and Food Club.

MILK – WHOLE MILK MUST BE ON THE CHECK BEFORE IT CAN BE PURCHASED. THE CHECK WILL ALWAYS HAVE 2%, 1% AND SKIM BUT WILL NOT ALWAYS HAVE WHOLE MILK ON IT.



Things to Remember with WIC Foods

- ✓ Only allow the purchase of designated food items and the quantities listed on the face of the WIC check.
- ✓ No exchanges for WIC foods, except if the food items are defective, spoiled, or exceed their sell/use by date, and then only for the exact same brand, type and size of food item.
- ✓ Substitutions are not allowed on the WIC program.

The Purchasing Process

Step by Step- *The WIC Transaction*

It is important that as a cashier, you understand and follow the correct WIC check cashing procedures. The following guidelines must be observed when handling WIC checks:



1. **Each WIC check must be handled as a separate transaction.** DO NOT combine food items from one check to another.
2. **Request to see the WIC ID pouch.** Do not accept a WIC check if the purchaser does not have a WIC ID pouch.
3. **Check the date of issue.**
 - WIC checks are valid only from the date of issue through the expiration date. **Do not accept WIC checks from WIC customers beyond the expiration date.**
 - If a WIC customer attempts to redeem an outdated check, put an "X" in the "Actual Amount of Sale" box on the check and instruct the WIC customer to return it to their local WIC office.
4. **Verify the selected food items.**
 - Compare the items and quantities selected with the information listed on the WIC check.
 - Only listed items and quantities can be purchased.
 - No changes can be made to the WIC check, such as increasing the amount of food or adding a food not printed on the WIC check.
 - If a check has been altered, put an "X" in the actual amount of sale box and instruct the WIC customer to return it to their WIC office.
 - WIC customers cannot buy more than the total quantity listed on the WIC check.
 - WIC customers can purchase less than the quantity listed on the check, but they cannot receive cash or anything else in exchange for the items not purchased.
5. Once all items have been recorded for the sale, **inform the WIC customer of the total amount of sale.**
 - Request the WIC customer to write the amount of the sale in the Actual Amount of Sale box.

- Cashier can write in amount if requested to do so by the participant
 - Verify the amount the WIC customer entered for accuracy.
6. Verify the signature of the purchaser against the signature on the WIC ID pouch.
 7. Stamp the WIC check with the retailer's identification number according to store policy.
 8. Enter the transaction date on the WIC check according to store policy.
 9. Enter the transaction date on the Date of Use line which is located below the Issue Date and Expiration Date.

Price Corrections



Steps to making food voucher corrections:

Food instruments that have the incorrect or illegible amount entered in the Actual Amount of Sale box may be corrected as follows.

1. If the payee/alternate is still at the checkout counter when the error is discovered, correct by:
(See Check Below for Example)
 - Either the cashier or the payee/alternate should draw a single line through the incorrect price.
 - The payee/alternate should enter the correct price, clearly and legibly, in the space below the Actual Amount of Sale box.
 - The payee/alternate must initial next to the corrected amount. *(Where the X is located on the sample check)*

STATE OF SOUTH DAKOTA DEPARTMENT OF HEALTH WIC PROGRAM 10000001

HCA: 50179 FID: 50179 CID: 350000 Authorized Payee: New Infant Test Client: New Infant Test Issue Date: 06/01/2005 Expiration Date: 06/30/2005 Date of use:

For These Items Only:
 3 12.9 oz Cans Enfamil LIPIL Iron Powder - 300871273412

Actual Amount of Sale: ~~\$18.00~~ \$4.00 NET

South Dakota WIC

SIGNATURE - NOT NEAR CASHIER UNLESS APPROVED BY WIC WORKS OFFICE

2. If the error is detected after the payee/alternate has left the store, **the Retail Coordinator or State Office must be contacted** to make prior approval for alteration by the retailer.
3. If entered amount is not legible, the cashier may write the amount again below the Actual Amount of Sale box without crossing out the original entry made by the payee/alternate.



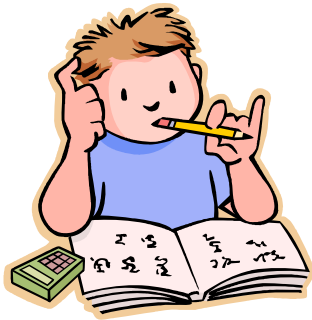
Cashier Training Activities:



Complete the activities below first by memory then complete by using the listed reference materials and the Cashier Training Packet to answer the following questions.

The materials that you will need to complete the following activities and that you will need to be familiar with to successfully carry out your role in the WIC purchasing process include:

- ❖ The Food Shopping Guide
- ❖ The Cashier's Training Handbook



Once you have the needed materials,
Please complete Activities 1-3.



Activity 1

Complete this activity using the Food Shopping Guide and the Cashier Training Packet.

1. Any brand of cereal can be purchased as long as it is the right size. **True or False**
2. Single serving size boxes of cold cereal are not allowed. **True or False**
3. Calcium fortified juices are okay to purchase if they are acceptable brands listed on the shopping guide. **True or False**
4. List two forms of juices that are not allowed with WIC purchase:

1.

2.
5. Regular milk can be purchased in gallon and half-gallons only. **True or False:**
6. Total Quantity of cereal purchased must be: **Equal, less than or equal, or greater than or equal** , to the quantity indicated on the check.
7. Albacore and white tuna are allowed. **True or False**
8. Organic juice and fruit drinks are NOT allowed by WIC. **True or False**
9. Only infant cereal that is dry and without fruit or any other additive may be purchased by the WIC customer. **True or False**
10. Pineapple Juice is not allowed on the WIC program. **True or False**
11. Infant formula substitutions are allowed. **True or False**
12. String cheese and cheese and cracker packs are allowed. **True or False**
13. Canned beans can be purchased only if printed on the check. **True or False**
14. List the two brands of Infant fruit juices that are allowed:

1.

2.
15. Reduced fat cheese is allowed as long as it is a type of cheese that is approved by WIC. **True or False**



Activity 2

Please use the numbered check to complete the questions below.

STATE OF SOUTH DAKOTA DEPARTMENT OF HEALTH WIC PROGRAM				95002348	
AUX 6177 19915	Authorized Payee Client	Sam Test Test T Testing	Issue Date 09/10/2007	Expiration Date 10/09/2007	3
			Date of use	6	
Not Valid Without 1	For These Items Only 1 13-oz Can Enfamil Iron Liquid Conc. - 0000870301016			Dollars \$ 4	Cents
SD WIC Retailer Stamp Here	5			DEPOSIT WITHIN 15 DAYS OF ISSUE DATE	
South Dakota WIC			2		
IMPROPER USE OF THIS FOOD INSTRUMENT IS SUBJECT TO STATE AND FEDERAL PROSECUTION FIRST PREMIER BANK SIOUX FALLS, SOUTH DAKOTA					
SIGNATURE - NOT NEGOTIABLE UNLESS SIGNED - WIC ID REQUIRED					

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Match up the number to the area that corresponds to the questions

This is where to find the WIC food items to be purchased ☐

This is where the customer purchasing items should sign the check ☐

This is where the expiration date should be checked ☐

This is where the retailer stamp should be ☐

This is where the customer writes the amount of sale ☐

This is where the cashier writes in the date the check is cashed ☐



Activity 3



Please complete this activity using the **Cashier's Training Handbook, Steps for Cashing WIC Checks, and the Cashier Training Packet.**

1. A participant can be issued cash if the purchase is less than the items listed on the check. **True or False**
2. The cashier must charge the WIC customer for everything that is listed on the check, even though the customer doesn't want the food. **True or False**
3. WIC customers can purchase less than the amount indicated on the check, but never more. **True or False**
4. Once all items have been recorded, the WIC customer, not the cashier, writes in the amount of the sale in the Actual Amount of Sale area. **True or False**
5. Sales tax is added on to WIC food purchases. **True or False**
6. If the store does not have the amount of formula listed on the check to supply the entire quantity listed on the check and the customer does not wish to wait until enough stock is available a rain check can be issued. **True or False**
7. Exchanges are allowed if a food item is defective, spoiled, or exceeds its sell/use date, and only for the exact same brand, type and size of food item. **True or False**
8. Buy one get one free offers are allowed for WIC approved food purchases. **True or False**
9. If a WIC customer tries to redeem an outdated check the correct action is:
 - a) **Tear the check up and refuse services**
 - b) **Put an "X" in the "Actual Amount of Sale" box on the check and instruct the WIC customer to return it to their local WIC office**
 - c) **Take WIC customer's name and call WIC local agency to report**
 - d) **Proceed with purchase**
10. Checks can be combined for purchases so only one transaction is necessary. **True or False**
11. A picture ID is an acceptable form of identification if a participant does not have their WIC Voucher Pouch for ID. **True or False**

12. The transaction date can be entered on the back of the check either electronically or manually, but must be entered. **True or False**
13. A participant must initial any correction made to the amount entered in the "actual amount of sale" box on the WIC check. **True or False**
14. If the food instrument has an incorrect or illegible amount entered in the Actual Amount of Sale box and the payee/alternate is still present it may be corrected by doing the following:
- Participant (or cashier) should draw a single line through the incorrect price and the payee/alternate should enter the correct legible price in the Actual Amount of Sale box and initial**
 - Cashier should instruct participant to return to the WIC office to get new checks**
 - Cashier should tear up checks to avoid cashing check for incorrect amount**
 - None of the above**
15. Can this check be accepted? **Yes or No** If No, please explain what is incorrect.

STATE OF SOUTH DAKOTA DEPARTMENT OF HEALTH WIC PROGRAM 1000000

RUC: 50174 Authoriz. Payee: New Infant Test Issue Date: 06/01/2005 Expiration Date: 06/30/2005

CID: 150089 Client: New Infant Test Date of Use:

Actual Amount of Sale: \$12.90

Actual Amount of Sale: 8 Pro Sobee

South Dakota WIC

FIRST PREMIER BANK


ST. PAUL, MINN. SOUTH DAKOTA

SIGNATURE - NOT NEGOTIABLE UNLESS SIGNED BY THE ISSUING OFFICE

1000000000 120914085981 1701275429

16. Both handwritten and laser printed checks below are acceptable? **True or False**

A. Handwritten Check

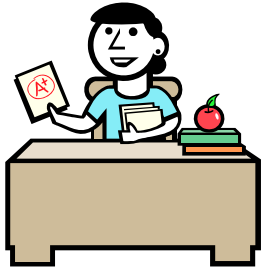
STATE OF SOUTH DAKOTA DEPARTMENT OF HEALTH WIC PROGRAM				91883764					
LOCAL AGENCY	FAMILY ID	PART ID	AUTHORIZED PAYEE	ISSUE DATE	ISSUANCE NUMBER				
MNE	MNG006	BEM102995-1		04/01/2000	91883764				
NOT VALID WITHOUT				EXPIRATION DATE	RETAILER MUST DEPOSIT 45 DAYS FROM DATE OF ISSUE				
<div style="border: 1px solid black; padding: 5px;"> <p>WIC</p> <p>SD WIC RETAILER STAMP HERE</p>  </div>				<div style="border: 1px solid black; padding: 5px;"> <p>FOR THESE ITEMS ONLY</p> <p>1 Gallon Fluid Milk</p> <p>1 pound cheese</p> <p>12 ounces Frozen Juice</p> <p>18 ounces Cereal</p> </div>					
<div style="border: 1px solid black; padding: 5px;"> <p>IMPROPER USE OF THIS FOOD INSTRUMENT IS SUBJECT TO STATE AND FEDERAL PROSECUTION</p> <p>FIRST PREMIER BANK</p> <p>SIOUX FALLS, SOUTH DAKOTA</p> </div>				<div style="border: 1px solid black; padding: 5px;"> <p>AMOUNT PAID ON SALE</p> <table border="1"> <tr> <th>DOLLARS</th> <th>CENTS</th> </tr> <tr> <td>\$ 11</td> <td>29</td> </tr> </table> </div>		DOLLARS	CENTS	\$ 11	29
DOLLARS	CENTS								
\$ 11	29								
<p>IMPROPER USE OF THIS FOOD INSTRUMENT IS SUBJECT TO STATE AND FEDERAL PROSECUTION</p> <p>SIGNATURE -- NOT NEGOTIABLE, UNLESS SIGNED WIC ID REQUIRED</p>									

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B. Laser Printed Check

STATE OF SOUTH DAKOTA DEPARTMENT OF HEALTH WIC PROGRAM				95002348	
AUX	Authorized Payee	Sam Test	Issue Date	Expiration Date	
6177	Client	Test T Testing	09/10/2007	10/09/2007	
19915			Date of use		
Not Valid Without		For These Items Only		Dollars Cents	
SD WIC Retailer Stamp Here		1 13-oz Can Enfamil Iron Liquid Conc. - 0000870301016		\$	
<p>South Dakota</p> <p>WIC</p>		<p>IMPROPER USE OF THIS FOOD INSTRUMENT IS SUBJECT TO STATE AND FEDERAL PROSECUTION</p> <p>FIRST PREMIER BANK</p> <p>SIOUX FALLS, SOUTH DAKOTA</p>		<p>DEPOSIT WITHIN 45 DAYS OF ISSUE DATE</p>	
<p>IMPROPER USE OF THIS FOOD INSTRUMENT IS SUBJECT TO STATE AND FEDERAL PROSECUTION</p> <p>SIGNATURE - NOT NEGOTIABLE UNLESS SIGNED WIC ID REQUIRED</p>					

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Activities Answer Key

Activity One

1. **False-** South Dakota WIC has brand specific WIC foods that participants can choose from to purchase. The Food Shopping Guide illustrates which cereals can be purchased and any size that is greater than 9 ounces of these brands can be purchased as long as it matches the amount indicated on the WIC check.
2. **True-** Single Serving size boxes of cold cereal are not allowed on the WIC program. However, boxes of single serving packets of Hot Cereal are allowed.
3. **True-** If the juice is an approved SD WIC brand illustrated in the Food Shopping Guide, then calcium fortified juice is allowed. Reduced Acid, Country Style and Added Bits and Pulp are also acceptable.
4. **Juice cocktail, fruit drinks, sports drinks, powdered juice, blends of White Grape, Paper Cartons/Boxes, Individual serving containers, and Ready to use juice in the dairy case are examples of unacceptable forms of Juice from the Food Shopping Guide**
5. **True** – Regular, white milk- whole, reduced fat, low-fat and skim/fat free milk can only be purchased in gallons and half-gallons.
6. **Less than or equal**
7. **False**
8. **True**
9. **True**
10. **True**
11. **False-** no infant formula substitutions are allowed.
12. **False**
13. **True**
14. **Choose from any in the Food Shopping Guide**
15. **True**



Activity Answer Key

Activity Two

- 1) This is where the Retailer Stamp should be.
- 2) This is where the customer purchasing items should sign the check
- 3) This is where the expiration date should be checked
- 4) This is where the customer purchasing writes the amount of sale
- 5) This is where to find the WIC food items to be purchased
- 6) This is where the cashier writes the date check is cashed

Activities Answer Key

Activities 3

1. **False**- Cash can never be issued for WIC transactions.
2. **False**-The WIC customer is to only be charged for what is purchased. The WIC Participant does not have to use the full amount of the check.
3. **True**- WIC customers can purchase less than the amount, but never more.
4. **True**- The WIC customer should write in the amount of sale in the Actual Amount of Sale box. However, if the payee or alternate expresses that they are unable or unwilling to do so, then the cashier may write in the amount of sale.
5. **False**- WIC purchases are tax exempt, which means WIC checks are only good for the actual cost of the authorized foods and does not include sales tax.
6. **False** - A rain check can not be issued for any reason.
7. **True**- WIC customers can only request an exchange for the exact same type, brand and size of food item if the item is defective, spoiled, or exceeds its sell/use by date. However, WIC participants may not return foods purchased with WIC checks to obtain cash refunds or for other WIC foods.
8. **True**-
9. **B** is the correct answer
10. **False**- All WIC checks must be handled as separate transactions and can never be combined. They can however be cashed at the same shopping trip, but must be done as a separate transaction.
11. **False**- A participant or alternate must have the WIC ID pouch to make a WIC purchase.
12. **True**

13. **True-** if a correction is made to the actual amount of sale the participant must initial the correction.
14. **A** is the correct answer.
15. **No-** this check can not be accepted because the middle of the check where it indicates which foods items can be purchased, has been altered. No check can be accepted if it is altered.
16. **True-** both handwritten and laser printed checks can be accepted. Handwritten checks are issued only if the state's electronic system is down.